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Quality Assurance Policy

The Internal Quality Assurance Officer will maintain and monitor the quality assurance of all the qualifications and certification and is the main contact along with the Company Director of START SMART SDN BHD between the delivery centre and Approved Centre and/or BCS.

The Internal Quality Assurance Officer will:

1. Develop and follow internal policies, procedures, and documentation for carrying out and maintenance of quality systems in line with the Awarding Organisation requirements.
2. Ensure all Tutors/Assessors hold and maintain the required qualifications and occupational expertise to deliver the qualifications.
3. Provide support to Tutors/Assessors in relation to procedures and policies for the delivery of the qualifications and units they are assigned to.
4. Identify training needs and provide ongoing training to Tutor/Assessors to continually improve the standard of qualifications and unit delivery.
5. To ensure the completion of timely registration and certification claims for learners.
6. Maintain appropriate records of quality assurance assessments, registration, and certification activities in line with Awarding Body requirements.
7. Ensure sampling plans consider of the ratio of learners per Tutor/Assessor per qualification to meet the quality assurance requirements to cover all units delivered.
8. Facilitate standardisation activities to support the continuous improvement of the qualification and unit delivery.
9. Ensure all assessment documentation, maintained by Tutors/Assessors is complete, up to date and legible.
10. Ensure conflicts of interest are identified and addressed, including not allowing the quality assurance of own assessment work or cross quality assurance where two people quality assure each other's work.
11. Conduct observations of Tutor Assessors conducting the assessment process.
12. Conduct learner interviews to monitor and analyse the quality of the assessment process and learner journey.
13. Provide the required information to Highfields to aid and facilitate monitoring activities as required.
14. Make information known of feedback resulting from monitoring activities and ensure all actions are addressed by the indicated timescales and relevant staff at START SMART SDN BHD .
15. Observation of all Invigilators in line with Operations Requirements Manual Section 4.11.



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All learners who attend our course will complete our Learner Feedback form, these will be reviewed on a quarterly basis and the IQA will provide the Director and team members with data presentations of the results.

Standardisation will take place remotely with the tutors due to our locations, the IQA will issue updates and new information in the meetings.

CPD recorded will be issued/requested to the IQA quarterly basis and it is the individual Tutor/Assessor that will be responsible to update and send to the IQA.

All new Tutors and Staff will complete and update their Safeguarding, Equality and Diversity, Covid 19 and Health & Safety via Online Foundation website which will be requested by the IQA as part of their company induction.

The policy will be reviewed every 12 months by Mathews George, Internal Quality Assurance Officer, START SMART SDN BHD.

Last updated: January 2024